

FY2007-2008 3-1-1 Performance Analysis

| | Performance Targets | FY 2007-2008 | AUGUST | SEPT | OCT | NOV | DEC | AVERAGES | CHANGE FROM FY07-08 |
|---|---------------------|------------------------------------|----------|-----------|------------|------------|-----------|----------|---------------------|
| Calls Answered | | 106791 | 8338 | 8310 | 8802 | 7927 | 6148 | 7905 | 89% |
| 311 English | | 70% | 71% | 68% | 74% | 73% | 65% | 70% | 0% |
| 311 Spanish | | 5% | 5% | 5% | 5% | 6% | 6% | 5% | 0% |
| Tax Overflow | | 25% | 25% | 27% | 21% | 21% | 29% | 25% | -1% |
| Days Open | | 284 | 21 | 21 | 22 | 17 | 22 | | |
| Average Calls Answered per Day | | 376 | 397 | 396 | 400 | 466 | 279 | 388 | 12 |
| Average Service Level | 90% | 96% | 97% | 97% | 97% | 96% | 96% | 97% | 0% |
| Peak Day Volume | | 663 | 482 | 464 | 534 | 1512 | 438 | | |
| Peak Date | | 1/17/2007 | 8/1/2008 | 9/29/2008 | 10/28/2008 | 11/4/2008* | 12/1/2008 | | |
| First Call Resolution | 70% | 87% | 84% | 87% | 90% | 92% | 85% | 88% | 0% |
| % of Calls Delayed in Queue (All Agents Busy) | 25% | | | | | 19% | 13% | 16% | |
| Average Wait Time in Queue | 30 sec | 55 | 44 | 38 | 45 | 49** | 44 | 43 | -12 |
| Average Call Length | 120 sec | 106 | 92 | 92 | 95 | 90 | 94 | 93 | -13 |
| | | | | | | | | | |
| | | *11/4/08 was Election Day | | | | | | | |
| | | | | | | | | | |
| | | ** Staffing reduced due to layoffs | | | | | | | |